



Product Return Process

Overview

This article explains the steps operators should follow to begin the process of returning product(s) to 365.

Important Notes:

- There is a 10% restocking fee on all product(s) returned to 365.
- All returns must be made within a 30-day period. If you are returning an Opt-Connect, you WILL incur a \$10 fee per month for the remainder of your contract.
- All costs will be covered by the customer, including shipping and handling. You can decide to use 365 labels for shipping or ship using your own carrier.
- The steps below should be completed **only** when you are ready to send the product(s) back to 365.

Product Return Process

1. **Contact your Sales Reps or Ambassador when you have a 365 product to return.** This step is very important and as it will help reduce the number of questions you have and prevent 365 from missing any returns sent to us.

Note: 365 has a 10% restocking fee policy. Please discuss this with your rep or ambassador when you are returning product(s).

2. **Include the following information in the email to your rep or ambassador:**

- A. Sales Order numbers and Sales Delivery numbers. (This information is on the Sales Invoice that you received for the order.)
- B. Specify what parts or devices are being returned. If it is the full order, specify "**Full Order being returned**".
- C. Include why you are returning products (issues, broken, purchased other 365 products, etc.).
- D. Form of Shipment:
 - i. If you DO want the return label created from 365, specify "**Return Label Needed**".

Note: You will be covering all costs for the shipping label we create.

- After 365 creates the return label, FedEx ground will be ready for next day pickup for the return.
 - ii. If you DO NOT need a return label, specify the **Carrier (UPS, USPS etc.)** and **Tracking Number** of the package.
3. Please work with your 365 Sales Rep or Ambassador for any questions or concerns you may have.